EAST Search History

EAST Search History (Prior Art)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	204	performance with monitor$4 with writing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:14
L2	355	705/11.ccls. and effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:16
L3	8	705/11.ccls. and effort same writing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:17
L4	30	705/11.ccls. and effort same respon$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:18
L5	8	705/11.ccls. and labor same (writing write e $mail)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:21
L6	111	labor same (writing write e$mail) same (respond response)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:22
L7	10	labor same (writing write e$mail) same (respond response) same (analyz$4 measur $4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:22
L8	2	labor same (writing write compos$4) same e $mail same (respond response)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:24
L9	2858	asynchronous with transaction	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25

L10	0	asynchronous with transaction same labor	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25
L11	820	asynchronous with transaction same time	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25
L12	63	asynchronous with transaction same time same performance	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25
L13	13	email and asynchronous with transaction same time same performance	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:26
L14	0	measur$4 same labor same writing same e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:27
L15	114	measur$4 same effort same writing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:30
L16	48	measur$4 same productivity same writing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:32
L17	13	705/11.ccls. and productivity same (writing e$mail)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:33
L18	93	measur$4 same productivity same (writing e$mail)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:33
L19	598	(measur$4 track$4 analyz$4) same e$mail same handling	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37
L20	0	(measur$4 track$4 analyz$4) same e$mail same handling same agnt	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37

L21	9811545	e	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37
L22	88	(measur$4 track$4 analyz$4) same e$mail same handling same agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37
L23	0	"6356633".pn. and display$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:55
L24	1	"6724887".pn. and display$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:55
L25	1	"6895438".pn. and display$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:59
L26	8816	707/100.ccls. or "705".11.ccls. or 379/265.11.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 14:18
L27	9758	707/100.ccls. or 705/11. ccls. or 379/265.11. ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 14:18
L28	4	l27 and track$4 with e $mail with handling	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 14:19
S1	4	"6542602".pn. or "6707904".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:04
S2	155	379/265.05.ccls. or 379/265.06.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:39
S3	99	S2 and internet	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:13

S4	73	S3 and (chat e$mail)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:06
S5	72	S4 and (number frequenc$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:56
S6	29	S3 and (chat e$mail) same (number frequenc$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:59
S7	3	S3 and (chat e$mail) same (frequenc$6)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:59
S8	3	S3 and (chat e$mail) same (initial adj contact $3)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:07
S9	3	S3 and (chat e$mail) same (initial near3 contact$3)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:07
S10	3	S3 and (chat e$mail) same (initial$3 near3 contact$3)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:08
S11	0	379/265.06.ccls. and (chat e$mail) same (initial$3 near3 contact $3)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:09
S12	47	379/265.06.ccls. and (chat e$mail)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:04
S13	1	"6724887".pn. and duration	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 12:40
S14	1	"6724887".pn. and report	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:02

S15	12	email same chat same frequenc$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:04
S16	930	email same frequenc$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:04
S17	1	379/265.06.ccls. and (chat e$mail) same frequenc$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:05
S18	355	(monitor$6 count$3) same (chat e$mail) same frequenc$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:05
S19	24	(monitor$6 count$3) same (chat e$mail) same frequenc$6 and call adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:09
S20	24	(monitor$6 count$3) same (chat e$mail) same (frequenc$6 number near3 exchange $2) and call adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:11
S21	374	(monitor$6 count$3) same (chat e$mail instant adj messag$6) same (frequenc$6 number near3 exchange $2)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:11
S22	62	379/265.05.ccls. or 379/265.06.ccls. and (e $mail near3 frequenc $4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:17
S23	0	(379/265.05.ccls. or 379/265.06.ccls.) and (e $mail near3 frequenc $4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:17
S24	81362	(e$mail chat$4 near3 frequenc$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:17

S25	500	((e$mail chat$4) near3 frequenc$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:18
S26	17	((e$mail chat$4) near3 frequenc$4) same (client customer)\	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:18
S27	17	((e$mail chat$4) near3 frequenc$4) same (client customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:19
S28	1974	(((e$mail chat$4) near3 frequenc$4) or (number near3 e$mail)) same (client customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:20
S29	30	(number near3 e$mail) same (client customer) same chat	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:20
S30	2	S2 and (e$mail chat) with statistic$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:23
S31	48	(e$mail chat) with statistic$2 same (number frequenc$3) same (exchang$3 transm$6 recept$4 receiv$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:51
S32	16	("6021428" | "6044395" | "6073165" | "6128646" | "6138146" | "6141695" | "6182059").PN. OR ("6356633").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/03 13:32

S33	17	(US-20020080950-$ or US-20030169856-$). did. or (US-6058163-$ or US-6404883-$ or US-6366666-$ or US-6408064-$ or US-6603854-$ or US-6640143-$ or US-6650747-$ or US-6700971-$ or US-6724887-$ or US-6754331-$ or US-6904143-$ or US-6480749-$ or US-6535492-$ or US-6597783-$ or US-6356633-$).did.	US-PGPUB; USPAT	OR	ON	2006/01/03 13:31
S34	0	S33 and e$mail with frequ$7	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:31
S35	0	"6597783".pn. and frequen$6	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/03 13:32
S36	1	"6597783".pn. and number	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/03 13:32
S37	498	agent same (customer $2 client) same (e$mail $2 chat$2) same (number frequenc$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:52
S38	23	agent same (customer $2 client) same (e$mail $2 chat$2) same (frequenc$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:00
S39	2	"6356633".pn. and customer	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:00
S40	9	S2 and (customer client) with (prior previous$2 before) with contact$3	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:46
S41	15	S2 and (agent with (prior previous$2 before) with contact$3	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 15:15

S42	1	"6724887".pn. and list $2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 15:58
S43	1	("6724887".pn. or "6356633".pn.) and e$mail near2 address$3	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 16:00
S44	73	e$mail with identif$6 with (client$2 customer $2) with (agent$2)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:14
S45	77	707/104.1.ccls. and call near2 center$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:24
S46	1	"624223".apn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:24
S47	2	"6870926".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:48
S48	2	"6289373".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:49
S49	2	"6771764".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:49
S50	1	"6724887".pn. and duration$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:18
S51	3	e$mail$2 with effort with analy$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:52
S52	1	"6724887".pn. and environmental	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:46

S53	0	e$mail$2 same effort same analy$6 same word same count$3 same (time duration)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:54
S54	16	e$mail$2 same analy$6 same word same count $3 same (time duration)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:55
S55	23	(US-20030169856-$ or US-20020080950-$ or US-20040044950-$).did. or (US-6760727-$ or US-6356633-$ or US-6597783-$ or US-6449356-$ or US-6289513-$ or US-6138139-$ or US-6904143-$ or US-6724887-$ or US-6700971-$ or US-6650747-$ or US-6640143-$ or US-6603854-$ or US-6480749-$ or US-6408064-$ or US-6404883-$ or US-6366666-$ or US-6535492-$ or US-6754331-$ or US-6058163-$ or US-6453038-$).did.	US-PGPUB; USPAT	OR	ON	2006/09/14 16:59
S56	21	S55 and e$mail$2	US-PGPUB; USPAT	OR	ON	2006/09/14 16:59
S57	5	S55 and e$mail$2 same word$2	US-PGPUB; USPAT	OR	ON	2006/09/14 17:00
S58	1	"6724887".pn. and count$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:29
S59	6	e$mail$2 with words with minute	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:31
S60	712	words adj per adj minute	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:31

S61	29	words adj per adj minute with duration	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:33
S62	6922199	(type typing) words adj per adj minute with duration	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:33
S63	62	(type typing) same words adj per adj minute same duration	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:36
S64	13	(type typing) with tutor $4 same rate	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:36
S65	12	(typing) same duration same words same minute	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:42
S66	51	typing with pace$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:45
S67	396	e$mail$2 with duration $2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:46
S68	8	S67 with length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:46
S69	31	agent same e$mail$2 same number same word$2 same time	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:51
S70	37	expected same typing same rate	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:51
S71	1	"624223".apn. and effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 16:31

S72	0	effort adj rating same chat	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 10:53
S73	16	effort adj rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 10:56
S74	154	call adj center same performance same management	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:00
S75	74	call adj center with agent same performance same management	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:01
S76	0	call adj center with agent same performance same management same e $mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:25
S77	290	(call adj center help adj desk) with agent same performance	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:06
S78	131	S77 and e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:07
S79	8	S77 and e$mail with length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:16
S80	2891	(customer adj relationship adj management)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
S81	0	(customer adj relationship adj management) and effort with rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
S82	778	(customer adj relationship adj management) and effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17

S83	69	(customer adj relationship adj management) and effort same agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
S84	68	(customer adj relationship adj management) and effort same agent and e $mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:19
S85	1	(customer adj relationship adj management) and rating$2 same e$mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:20
S86	38	(customer adj relationship adj management) and e $mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:21
S87	39	(customer adj relationship adj management) and e $mail same (number near3 word$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:21
S88	14	call adj center with agent same performance and e $mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:27
S89	16	call adj center with agent same (productivity performance) and e $mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:44
S90	21	(call contact) adj center with agent same (productivity performance) and e $mail same length	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:49
S91	32	(call contact) adj center with agent same (productivity performance) same e $mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:33
S92	26	(call contact) adj center with agent same (productivity performance) same e $mail not S90	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:44
S93	0	(call contact) adj center same (productivity performance) same (e $mail chat) same word adj count$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:45

S94	2	(call contact) adj center and (e$mail chat) same word adj count$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:46
S95	3	(call contact) adj center and (e$mail chat) same word adj frequency	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:48
S96	323	(call contact) adj center and (e$mail chat) same word$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:48
S97	14	(call contact) adj center with agent same (productivity performance) and e $mail with word$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:49
S98	14	(call contact) adj center with agent same (productivity performance) and e $mail with word$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:50
S99	6	(call contact) adj center with agent same (productivity performance) and chat with word$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:55
S100	639	(e-mail chat) with (word adj count$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:56
S101	6	effort same (e-mail chat) with (word adj count$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:43
S102	6	(productivity accomplishment rating achievement) same (e-mail chat) with (word adj count$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:59
S103	6	(rating) same (e-mail chat) with (word adj count$2 length)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:59
S104	119	activity adj based adj costing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:45

S105	0	activity adj based adj costing same e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:44
S106	1	"624223".apn. and word adj content	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 16:31
S107	1	"624223".apn. and apparatus	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:48
S108	2	"6401092".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:48
S109	2	"6477701".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:49
S110	2	"6301585".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:49
S111	268	customer adj service$2 with evaluat$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:53
S112	23	customer adj service$2 with evaluat$4 same agent$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:55
S113	10	customer adj service$2 with rating same agent $2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:56
S114	2	customer adj service$2 with rating same effort $4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:57
S115	14	705/7.ccls. and agent same rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:59

S116	1	"624223".apn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:22
S117	336	705/7.ccls. and customer adj service	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:59
S118	15	705/7.ccls. and customer adj service same effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:00
S119	8	customer adj service with (rate rating) with effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:01
S120	2	customer adj service with (rate rating) with star	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:02
S121	11	customer adj service same (rating rate) same star	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:04
S122	4	contact adj center with agent with rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:07
S123	6	contact adj center same e$mail same evaluat$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:10
S124	41	contact adj center same performance same report$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:11
S125	152	379/265.06.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:48
S126	25	379/265.06.ccls. and rating	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:13

S127	16	379/265.06.ccls. and rating and (e$mail chat)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:11
S128	35	379/265.06.ccls. and effort$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:13
S129	4	379/265.06.ccls. and (rating rate) same (e $mail chat$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:16
S130	84	379/265.06.ccls. and (rating rate)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:16
S131	53	379/265.06.ccls. and (rating rate) with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S132	59	379/265.06.ccls. and evaluat$4 with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S133	50	379/265.06.ccls. and evaluat$4 with performance	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S134	1	"624223".apn. and asynchronous	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:23
S135	10095	contact adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:23
S136	4	e$mail adj contact adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26
S137	0	technical adj support adj center with agent with evaluat$4 same e $mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26

S138	0	technical adj support adj center with agent with evaluat$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26
S139	6	technical adj support adj center with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:29
S140	8291	measur$4 with effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:29
S141	0	measur$4 with effort with typ$4 with e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:30
S142	5	measur$4 with effort with e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:30
S143	191	non$real$time adj communication	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:31
S144	8	non$real$time adj communication same evaluat$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:31
S145	301	time with respond with e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:50
S146	7	time with respond with e$mail same evaluat$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:49
S147	1	time with compose with e$mail with word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:51
S148	1	time with compose with word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:54

S149	2	time with compose same word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:54
S150	0	time with write with e $mail with word adj count	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S151	86	time with write with e $mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S152	1	(measur$4 evaluat$4) with time with write with e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S153	1	(measur$4 evaluat$4) same time with write with e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:56
S154	3	(measur$4 evaluat$4) same time same write with e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:56
S155	32	(measur$4 evaluat$4) same time same writ$4 with e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 11:52
S156	115	call adj center same e $mail same (skill evaluat $4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 11:53
S157	41	call adj center same e $mail same (skill evaluat $4) same (respond response)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 12:05
S159	0	call adj center with simulation same e$mail	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:00
S160	1	"6724887".pn. and average	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:07

S161	19	call adj center same average near3 hold near3 time	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:08
S162	133	call adj center same average with time with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 15:28
S163	4	call adj center same total with response with time with agent	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:34
S164	1	"6724887".pn. and sale	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 15:28
S165	7815	707/100.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14
S166	1392	S165 and effort	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14
S167	398	S166 and writing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14
S168	59	S167 and typing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14

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